

SAJEEV DHARAN



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Personal Data:

Date of birth : 08/05/1975

Nationality : India

Language Skills:

English - Excellent

Hindi -Excellent

Malayalam – Excellent

Tamil- Basic Conversational

Arabic - Learning

Technical Skills:

Opera

Prologic

Brilliant

IDS Next

Holidex/ Rate Tiger

Trust Voyager Perform

Synxis Site Minder

Travel Click OTA insight

Wind surfer Lanyon RFP

Revinat Business club

Staah Loyalty Connect

Professional Remarks:

University Top Rank holder in PG

Bachelor of Economics & Statistics

IHG Revenue Academy Certificates

Guest survey Scores from 82 to 91

Brand standard Audit with high score

Employee Survey improved from 67 to 89

Exceeding Revenue Budget for

Direct and Online Market Segments

Channel integration and Management

Revenue Management and Optimization.

E-Commerce Business

Content Management Across channels

Business Analytical and Trend Analysis

Problem solving skills

Communication Skills

Interpersonal Skills

Data Analysis

Professional Blogs and Articles

U A E driving License.

Education:

Post Grad in Tourism Management – Nagpur University , India

Bachelor of Economics – Kerala University, India

Master of Tourism Administration – IGNOU, India(Pursing)

Professional Experience

General Management or Multi Property Operation

20+ years of Hospitality Experience in Middle East & Indian Market

General manager and served cluster positions in various department

Cluster Hotel Manager up to 5 Five/Four Star Hotels

Hotel commissioning and classification Audit by Authorities& Brand

Improved Hotel online Reputation for the group

Record of achieving the targeted Budget and Department P&L

Drive KPI across the board utilizing the tools effectively

General Management, Exe Com committee audits

Hotel Revenue Management and guest experience touch points

Regular property updates and Preventive /Maintenance

Compliance of operating guidelines of brand and Legal entities

Consistent review of operational cost and update beating the competition

Practicing of Energy/water conservation and hygiene practices

Achievement of Three Quality Excellence Awards, Green Hotel Award

Maintaining an open and swift relation with Owning company

Pre-Opening & Rebranding Hotel Experience:

Hilton Bangalore – 2001 – 5 Star Hotel

Holiday Inn Sharjah – 2006 – Five Star Hotel

Holiday Inn Express Jumeirah - 2009 – Three Star Hotel

Millennium Copthorne Sharjah – 2013 – Four Star Hotel

The ACT Hotel Sharjah - 2018 - Five Star Hotel (Rebranding)

72 Hotel Sharjah - 2018 – Five Star Hotel (Rebranding)

Revenue Management & Ecommerce

Hotel inventory alignment and setup

Pricing, menu and contracting of various departments

Rate parity across various platforms

Driving Revenue across the hotel outlets

Revenue team and Revenue meetings

Distribution channel set up & Content management

E-Commerce & Promotions

Budgeting and Rolling Forecast

Room Division Management:

Improved guest satisfaction scores

Hiring, Training & development

Welcome, Arrival & Departure Experience

Guest journey and Experience

FO upselling, membership enrolments

Speed & efficiency of check in and check out

Guest satisfaction and Survey scores

Sales & Marketing:

Customized Contracts and offers

Seasonal Promotions and packages

Social Media and Electronic promotions

Account management & Data Base maintenance

Contracts management and implementation

Food & Beverage

Media planner for promotions

F & B in house & External Promotions

Selling strategy, operational effectiveness for various POS

Events P&L - Performance Analysis

Fine Dine and Club Operational performance and productivity

Food cost management with Executive Chef

Human Resources, Training

Manning and Training Budget , HR activities, Team Building, Hiring

Efficiency of Machineries, AMC's, Tracking of utility and maintenance cost.

Professional Experience

- Position : **General Manager (Cluster Role)**
150 Rooms, Suites and Residences, 6 Outlets including Fine Dine, Night Clubs, Sports Bar, Banquet hall, , Health club and Beach Operations
- Organization : Regent Palace Hotel, Opp. Burjman Centre, Dubai
- Date : March 2019 - Present
- General Management and P&L Management
 - Guest experience and Guest Reputation management
 - Driving Room Revenue across all the hotels
 - Influence and improve the service level and operational standards.
 - Marketing and promotions of F&B Outlets
 - Better working relationship with various department across the hotel
 - Hotel Classification and Licenses in line with DTCM
 - Created a revenue team across various departments to influence the operation
 - Incentives and upselling for various departments
 - Subscribe and inherit latest technology to enhance hotel communication to guests
 - Improved operational efficiency & cost management
 - Drive KPI performance
 - Tracking of Outlet productivity Trend analysis,
 - Monitor and adjust the hotel performance to Hotel Budget /Forecast
 - Manning and Training Budget management
 - Front of the house yielding and upselling
 - Quarterly SWOT Analysis
 - Distribution Channel Management
 - Re Organizing and customizing hotel operational SOP's
 - Weekly operational meetings with other operational Departments
 - Selling strategy development, F&B promotions and service improvements.
 - Online / offline promotions, Training and Development, GOP Challenge.
 - On line Reputation Management, Asset Management, Guest Experience
 - Performance management and Personal development plan
- Position : **Cluster – Hotel Operation Manager** 2017 Dec – 2019 Jan
252 Rooms, 6 outlets, 8 Meeting Rooms, 2 Banquet Hall, 2 health club
- Organization : (Ex. **Royal Tulip**) **ACT Hotel Sharjah – 5 ***
(Ex. **Royal Tulip**) **72 Hotel Sharjah – 5 ***
- Overall Financial success each units
 - The safety and risk management of hotels making it safer for guests and associates
 - Short and Long term hotel strategy to meet the goals aligned market.
 - Safety and Risk assessment and necessary updating
 - Cost Efficiency of Operation management
 - Implement revenue management operations and best practices
 - E commerce & Distribution channel Management best practices
 - Content management and audit on E platforms
 - Seasonal and occasional promotions and packages
 - Promotions for Various revenue outlets using Digital platforms
 - Enhance the guest experience and expectations for Spa and Health club
 - Influence and improve the service level and operational standards.
 - Better working relationship across overall departments
 - Timely completion of Hotel projects
 - Hotel Reputation management
 - Subscribe and inherit latest technology to enhance hotel communication to guests
 - Improved operational efficiency to manage the cost
 - Drive KPI performance
 - Budget and P&L management
 - Training Budget and Manning Budget is in line with hotel strategy
 - Aligning the operation according to hotel forecasting
 - Consistent Guest experience and loyalty is maintained
 - Attending the seminars and meetings and updating the work environment
 - Effective use of social media for promotions and guest engagement
 - Hotel communication to internal and external parties reflect professionalism

Maintain transparency and open communications with Ownco and HO

Position : **Director of Revenue**
255 Rooms and Suites, Club floors, 4 outlet, Banquet hall, 4 meeting rooms,
Spa and Health club

Organization : **Millennium Hotels and Resorts - Copthorne Hotel Sharjah (Pre-Opening)**
Date : February 2013 – Dec 2017

Drive Hotel KPI to the best performance
Guest experience and Guest Retention through direct channels
Manning and Training Budget management
Yielding, upselling and cross selling across various departments
OTA and TPI guest conversions and hotel loyalty maintenance
Fully responsible for setting up systems, Brand standards, Task analysis and Training. Synchronization of OTA's & Distribution network, Hotel website etc.
Various promotions and seasonal packages across all channels
Weekly Revenue meetings with management and operational Departments
Selling Rate strategy Meeting, Group movements and events. Forecasting,
Guest Matrix Scores, Regular Property Maintenance, Conduct Meetings,
Seasonal Promotions, Training and Development, GOP Challenge.
Driving revenue from Direct and online Channels, Revenue Maximization
03rd position on Guest Matrix among Copthorne Brand with in M&C.
Service Quality Excellence awards from Trip Advisor and OTA's

➤ Position : Asst ,**Hotel Manager (4 cluster Hotels in Dubai)**
Organization : Intercontinental Hotels Group - Holiday Inn Express Jumeirah
Date : Sep. 2010 – January 2013
General Management of Hotel operations
Conducting the daily Briefing's and Meetings targeting the company goals
Annual Health and Safety Audits compliance and certification from IHG.
Best hygiene practices at Housekeeping and Food and Beverage
Action plan for Highest Guest satisfaction results are achieved - Heart Beat
Ensuring the Guest loyalty connect and IHG Business club is rewarded.
Hotel standards are met as per the company guidelines
Hotel cash flow is maintained, Hotel credit policy well established
Monthly Reports to Corporate office,
Consistent Training and Developments for associates
Monthly Employee communication meetings.
Food and Beverage cost supervision, Forecasting and planning and promotion
Control self-Assessment annual audit from IHG office compliance
IHG Brand Service culture Training for subject property and sister hotels.
Exceeded Budget for the Year 2012.
Excellence Award for Quality Received.
Green Tourism Award 2012

➤ Position : **Head of the Department (Room Division Manager)**
Organization : Intercontinental Hotels Group - Holiday Inn Sharjah (Pre-Opening) 5*
Date : Jan, 2008 – Sep 2010
Brand Culture service Expert, Initiative meetings for operational support,
Run Briefing's and Meetings in absence of GM., Pre opening Set up,
Health And Safety Audits, Guest Satisfaction score, Monitor cost and
Expenses, Business club promotions, Loyalty Program Ambassador,
Monthly Reports to HO, Training and Developments, Monthly meetings.
Quality Excellence Award

Acted as Deputy to Cluster GM to handle operations in his absence.

- Position : **Front Office Manager & Acting RDM**
Organization : **Sarovar Park Plaza, Trivandrum 5* (Currently Hilton Garden Inn)**
Date : September 2005 – Jan 2008
Joined as AFOM reporting to RDM, Promoted to FOM and handled the Responsibilities of RDM, Exposure to Sales and Marketing.
- Position : Asst. Front Office Manager & in charge of Groups and Weddings
Organization : Hilton International - Hilton Bangalore (Pre Opening) 5*
Date : April, 1999- August, 2005
- Position : Receptionist - Lobby Manager
Organization : Oberoi, Bangalore 5*
Date : August, 1998-April 1999

Trainings:

- Stay Real Branded Service Training - IHG
Holiday Inn, Jeddah, Saudi Arabia
- Being Brand Hearted - IHG
Holiday Inn, Al Barsha, Dubai.
- Rates & Rate codes / Holidex plus Hands on – IHG
Intercontinental Festival City – Dubai
- Air Travel and Tourism Management
Armen Institute – Bangalore India.
- Managerial Excellence – Carlson Hospitality
The Muthoot Plaza - Trivandrum
- Train the Trainer - Carlson Hospitality
The Muthoot Plaza – Trivandrum
- Sell .. Sell..Sell – Hilton
Hilton Bangalore – Bangalore

Hilton Elevator Program Assesment

